# Activity Service Level Targets and Service Levels Delivered Southwest Region - CY 2004

	1.0		1.9	2.0		2.9	3.0		3.9	4.0		4.9	5.0		5.9
Activity	+	Α		+	В	-	+	С	-	+	D	-	+	F	_
Group - 1 Roadway Maintenance and Opera	tions														-
1A1 Pavement Patching and Repair		<b>√</b>				•									
1A2 Crack Sealing					<b>✓</b>				•						
1A3 Shoulder Maintenance							√⊙		Ŭ						
1A4 Sweeping and Cleaning			<b>√</b>		•										
1B1 Safety Patrol								<b>√</b> (•)							
Group - 2 Drainage Maintenance and Slope	Repa	ir	1		ı		ı								
2A1 Maintain Ditches	T		<b>/</b>					•							
2A2 Maintain Culverts							<b>√</b>			•					
2A3 Maintain Catch Basins and Inlets				<b>√</b>			•								
2A4 Maintain Detention/Retention Basins								√⊙							
2A5 Slope Repair				<b>✓</b>			•								
Group - 3 Roadside and Vegetation Manag	emen	t	•												
3A1 Litter Pickup								<b>√</b>			•				
3A2 Noxious Weed Control		<b>√</b>			•						Ü				
3A3 Nuisance Vegetation Control				<b>√</b>		•									
3A4 Control of Vegetation Obstructions				<b>√</b>				•							
3A5 Landscape Maintenance							✓	Ü	•						
Group - 4 Bridge and Urban Tunnel Mainter	nance	and Or	eratio	ons	l										
4A1 Bridge Deck Repair		· ·							•						
4A2 Structural Bridge Repair			<b>√</b>					•	Ŭ						
4A3 Bridge Cleaning				<b>√</b>				•							
4B1 Movable and Floating Bridge Operations					•										
4B2 Keller Ferry Operations					•										
4B3 Urban Tunnel Systems						•									
Group - 5 Snow and Ice Control Operations	·														
5B1 Snow and Ice Control Operations					<b>√</b>		•								
Group - 6 Traffic Control Maintenance and	Opera	itions	1												
6A1 Pavement Striping Maintenance			<b>✓</b>			•									
6A2 Raised/Depressed Pavement Marker Mainte	r							√⊙							
6A3 Pavement Marking Maintenance							✓			•					
6A4 Regulatory Sign Maintenance					✓			•							
6A5 Guide Sign Maintenance				✓		•									
6A6 Guidepost Maintenance									<b>√</b>	•					
6A7 Guardrail Maintenance		✓		•											
6B1 Traffic Signal Systems		✓						•							
6B2 Highway Lighting Systems				✓	•										
6B3 Intelligent Traffic Systems	<b>√</b>							•							
6B4 Permits					√⊙										
Group - 7 Rest Area Operations															
7B1 Rest Area Operations				$\checkmark$	•										
	1	1	1												

#### Key

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Current Law Budget Service Level Commitment

<sup>✓</sup> Service Level Currently Delivered By WSDOT

# Activity Service Level Targets and Service Levels Delivered Southwest Region Area 1 - CY 2004

	1.0		1.9	2.0		2.9	3.0		3.9	4.0		4.9	5.0		5.9
Activity	+	Α	-	+	В	-	+	С	-	+	D	-	+	F	-
Group - 1 Roadway Maintenance and Opera	itions	i													
1A1 Pavement Patching and Repair		✓				•									
1A2 Crack Sealing					✓				•						
1A3 Shoulder Maintenance						✓	•								
1A4 Sweeping and Cleaning					•				$\checkmark$						
Group - 2 Drainage Maintenance and Slope	Repa	ir													
2A1 Maintain Ditches		$\checkmark$						•							
2A2 Maintain Culverts										•		<b>✓</b>			
2A3 Maintain Catch Basins and Inlets					✓		•								
2A5 Slope Repair		✓					•								
Group - 3 Roadside and Vegetation Manag	emen	t													
3A1 Litter Pickup											√⊙				
3A2 Noxious Weed Control		$\checkmark$			•										
3A3 Nuisance Vegetation Control					$\checkmark$	•									
3A4 Control of Vegetation Obstructions				$\checkmark$				•							
Group - 4 Bridge and Urban Tunnel Mainter	nance	and Op	erati	ons											
4A1 Bridge Deck Repair	✓								•						
4A3 Bridge Cleaning			$\checkmark$					•							
Group - 6 Traffic Control Maintenance and	Opera	ations													
6A2 Raised/Depressed Pavement Marker Mainte	r							•				$\checkmark$			
6A3 Pavement Marking Maintenance									<b>√</b>	•					
6A6 Guidepost Maintenance										•		<b>✓</b>			
6A7 Guardrail Maintenance		✓		•											

#### Key

Current Law Budget Service Level Commitment

<sup>✓</sup> Service Level Currently Delivered By WSDOT

# Activity Service Level Targets and Service Levels Delivered Southwest Region Area 2 - CY 2004

	1.0		1.9	2.0		2.9	3.0		3.9	4.0		4.9	5.0		5.9
Activity	+	Α	-	+	В	-	+	С	-	+	D	-	+	F	-
Group - 1 Roadway Maintenance and Opera	tions														
1A1 Pavement Patching and Repair		✓				•									
1A2 Crack Sealing								✓	•						
1A3 Shoulder Maintenance						✓	•								
1A4 Sweeping and Cleaning	$\checkmark$				•										
Group - 2 Drainage Maintenance and Slope	Repai	ir													
2A1 Maintain Ditches					✓			•							
2A2 Maintain Culverts		✓								•					
2A3 Maintain Catch Basins and Inlets	✓						•								
2A5 Slope Repair			✓				•								
Group - 3 Roadside and Vegetation Manage	ement	t													
3A1 Litter Pickup									✓		•				
3A2 Noxious Weed Control			$\checkmark$		•										
3A3 Nuisance Vegetation Control					$\checkmark$	•									
3A4 Control of Vegetation Obstructions			$\checkmark$					•							
Group - 4 Bridge and Urban Tunnel Mainten	ance	and Op	erati	ons											
4A1 Bridge Deck Repair	$\checkmark$								•						
4A3 Bridge Cleaning				$\checkmark$				•							
Group - 5 Snow and Ice Control Operations															
5B1 Snow and Ice Control Operations			$\checkmark$				•								
Group - 6 Traffic Control Maintenance and	Opera	tions													
6A2 Raised/Depressed Pavement Marker Mainter								√⊙							
6A3 Pavement Marking Maintenance							$\checkmark$			•					
6A6 Guidepost Maintenance								✓		•					
6A7 Guardrail Maintenance		$\checkmark$		•											

#### Key

Current Law Budget Service Level Commitment

<sup>✓</sup> Service Level Currently Delivered By WSDOT

# Activity Service Level Targets and Service Levels Delivered Southwest Region Area 3 - CY 2004

	1.0		1.9	2.0		2.9	3.0		3.9	4.0		4.9	5.0		5.9
Activity	+	Α	-	+	В	-	+	С	-	+	D	-	+	F	-
Group - 1 Roadway Maintenance and Opera	tions														
1A1 Pavement Patching and Repair		✓				•									
1A2 Crack Sealing					✓				•						
1A3 Shoulder Maintenance							✓ ⊙								
1A4 Sweeping and Cleaning			$\checkmark$		•										
Group - 2 Drainage Maintenance and Slope	Repai	r													
2A1 Maintain Ditches		✓						•							
2A2 Maintain Culverts									<b>√</b>	•					
2A3 Maintain Catch Basins and Inlets							√⊙								
2A5 Slope Repair					✓		•								
Group - 3 Roadside and Vegetation Manage	ement	t													
3A1 Litter Pickup							$\checkmark$				•				
3A2 Noxious Weed Control	<b>✓</b>				$\odot$										
3A3 Nuisance Vegetation Control				$\checkmark$		•									
3A4 Control of Vegetation Obstructions							$\checkmark$	•							
Group - 4 Bridge and Urban Tunnel Mainten	ance	and Op	erati	ons											
4A1 Bridge Deck Repair							$\checkmark$		•						
4A3 Bridge Cleaning				$\checkmark$				•							
Group - 5 Snow and Ice Control Operations															
5B1 Snow and Ice Control Operations						$\checkmark$	•								
Group - 6 Traffic Control Maintenance and	Opera	tions													
6A2 Raised/Depressed Pavement Marker Mainter								√⊙							
6A3 Pavement Marking Maintenance									<b>√</b>	•					
6A6 Guidepost Maintenance								✓		•					
6A7 Guardrail Maintenance		✓		•											

#### Key

Current Law Budget Service Level Commitment

<sup>✓</sup> Service Level Currently Delivered By WSDOT

# Activity Service Level Targets and Service Levels Delivered Southwest Region Area 4 - CY 2004

	1.0		1.9	2.0		2.9	3.0		3.9	4.0		4.9	5.0		5.9
Activity	+	Α	-	+	В	-	+	С	-	+	D	-	+	F	-
Group - 1 Roadway Maintenance and Opera	tions														
1A1 Pavement Patching and Repair	$\checkmark$					•									
1A2 Crack Sealing			<b>✓</b>						•						
1A3 Shoulder Maintenance							•	✓							
1A4 Sweeping and Cleaning	$\checkmark$				$\odot$										
Group - 2 Drainage Maintenance and Slope	Repai	r													
2A1 Maintain Ditches	$\checkmark$							•							
2A2 Maintain Culverts				✓						•					
2A3 Maintain Catch Basins and Inlets			✓				•								
2A5 Slope Repair					✓		•								
Group - 3 Roadside and Vegetation Manag	ement	ŧ													
3A1 Litter Pickup								✓			•				
3A2 Noxious Weed Control			✓		•										
3A3 Nuisance Vegetation Control		$\checkmark$				•									
3A4 Control of Vegetation Obstructions			$\checkmark$					•							
Group - 4 Bridge and Urban Tunnel Mainter	nance	and Op	erati	ons											
4A1 Bridge Deck Repair	✓								•						
4A3 Bridge Cleaning				$\checkmark$				•							
Group - 5 Snow and Ice Control Operations	i														
5B1 Snow and Ice Control Operations							<b>√</b> ⊙								
Group - 6 Traffic Control Maintenance and	Opera	tions													
6A2 Raised/Depressed Pavement Marker Mainte	r						$\checkmark$	•							
6A3 Pavement Marking Maintenance				$\checkmark$						•					
6A6 Guidepost Maintenance								✓		•					
6A7 Guardrail Maintenance	$\checkmark$			•											

#### Key

Current Law Budget Service Level Commitment

<sup>✓</sup> Service Level Currently Delivered By WSDOT

# \*\*\* Service Level Report By Region \*\*\*

Region: Southwest

			Spring 20	004	Fall 200	)4	CY Avg.
Activity	Area	Sect	SF/LM	SL	SF/LM	SL	Service Level
1A1 - Pave	ement Pa	tching a	nd Repair			'	SL Target: 2.99
	1	1	95	1.1	49	1.0	1.1
		2	234	1.2	791	1.8	1.5
	Area 1 a	verage:		1.2		1.4	1.3
	2	1	744	1.7	702	1.7	1.7
		2	320	1.3	287	1.3	1.3
		3	1736	2.7	689	1.7	2.2
	Area 2 a	verage:		1.9		1.6	1.7
	3	1	966	2.0	8	1.0	1.5
		2	369	1.4	92	1.1	1.2
	Area 3 a	verage:		1.7		1.1	1.4
	4	1	163	1.2	43	1.0	1.1
		2	151	1.2	282	1.3	1.2
	Area 4 a	verage:		1.2		1.2	1.2
Southwest	Region a	verage:		1.5		1.3	1.4
			Spring 2	004	Fall 200	)4	CY Avg.
Activity	Area	Sect	LF/LM	SL	LF/LM	SL	Service Level
1A2 - Crac							
IAZ Olde	k Sealing	3					SL Target: 3.99
IAZ OIUC	k Sealing	1	313	2.3	202	1.8	SL Target: <b>3.99</b>
TAZ OTGO		_	313 415	2.3 2.7	202 492	1.8 3.0	
IAZ GIGG		1 2					2.0
IAZ Oldo	1	1 2		2.7		3.0	2.0 2.8
IAZ Oldo	1 Area 1 a	1 2 verage:	415	2.7 <b>2.5</b>	492	3.0 <b>2.4</b>	2.0 2.8 <b>2.4</b>
IAZ Oldo	1 Area 1 a	1 2 verage:	415 1668	2.7 <b>2.5</b> 4.4	492 1836	3.0 <b>2.4</b> 4.6	2.0 2.8 2.4 4.5 3.1 2.9
IAZ Oldo	1 Area 1 a	1 2 verage: 1 2 3	415 1668 673	2.7 <b>2.5</b> 4.4 3.3	1836 483	3.0 <b>2.4</b> 4.6 2.9	2.0 2.8 2.4 4.5 3.1
INZ OIG	1 Area 1 a	1 2 verage: 1 2 3	415 1668 673	2.7 <b>2.5</b> 4.4 3.3 4.7	1836 483	3.0 <b>2.4</b> 4.6 2.9 1.1	2.0 2.8 2.4 4.5 3.1 2.9
INZ OIG	1 Area 1 a 2	1 2 verage: 1 2 3 verage:	415 1668 673 2070	2.7 2.5 4.4 3.3 4.7 4.2	1836 483 37	3.0 <b>2.4</b> 4.6 2.9 1.1 <b>2.9</b>	2.0 2.8 2.4 4.5 3.1 2.9 3.5
INZ OIG	1 Area 1 a 2	1 2 verage: 1 2 3 verage: 1 2	415 1668 673 2070	2.7 2.5 4.4 3.3 4.7 4.2 3.3	1836 483 37 399	3.0 <b>2.4</b> 4.6 2.9 1.1 <b>2.9</b> 2.6	2.0 2.8 2.4 4.5 3.1 2.9 3.5 2.9
INZ OIG	1 Area 1 a 2 Area 2 a 3	1 2 verage: 1 2 3 verage: 1 2	415 1668 673 2070	2.7 2.5 4.4 3.3 4.7 4.2 3.3 2.6	1836 483 37 399	3.0 <b>2.4</b> 4.6 2.9 1.1 <b>2.9</b> 2.6 2.2	2.0 2.8 2.4 4.5 3.1 2.9 3.5 2.9 2.4 2.7
INZ OIG	1 Area 1 a 2 Area 2 a 3 Area 3 a	1 2 verage: 1 2 verage: 1 2 verage: verage:	415 1668 673 2070 631 402	2.7 2.5 4.4 3.3 4.7 4.2 3.3 2.6 2.9	492 1836 483 37 399 292	3.0 2.4 4.6 2.9 1.1 2.9 2.6 2.2 2.4	2.0 2.8 2.4 4.5 3.1 2.9 3.5
INZ OIG	1 Area 1 a 2 Area 2 a 3 Area 3 a	1 2 3 everage: 1 2	415 1668 673 2070 631 402 369 31	2.7 2.5 4.4 3.3 4.7 4.2 3.3 2.6 2.9	1836 483 37 399 292 599	3.0 2.4 4.6 2.9 1.1 2.9 2.6 2.2 2.4 3.2	2.0 2.8 2.4 4.5 3.1 2.9 3.5 2.9 2.4 2.7

# \*\*\* Service Level Report By Region \*\*\*

Region: Southwest

			Spring 20	004	Fall 200	)4	CY Avg.
Activity	Area	Sect	% SF	SL	% SF	SL	Service Level
1A3 - Sho	ulder Mai	ntenance	е				SL Target: 3.25
	1	1	3.69%	2.8	2.14%	2.1	2.
		2	4.46%	3.1	5.31%	3.3	3.2
	Area 1 a	verage:		3.0		2.7	2.8
	2	1	5.33%	3.3	4.78%	3.2	3.3
		2	2.54%	2.3	2.2%	2.1	2.:
		3	12.49%	4.6	0.19%	1.1	2.9
	Area 2 a	verage:		3.4		2.1	2.
	3	1	5.52%	3.4	4.22%	3.1	3.
		2	3.27%	2.6	6.36%	3.6	3.
	Area 3 a	verage:		3.0		3.3	3.
	4	1	2.53%	2.3	5.77%	3.4	2.
		2	4.54%	3.1	13.75%	4.8	4.
	Area 4 a	verage:		2.7		4.1	3.
Southwest	Region a	verage:		3.0		3.1	3.
			Spring 20		Fall 200		CY Avg.
Activity	Area	Sect	% SF	SL SL	% SF	SL	Service Level
1A4 - Swe	eping an	d Cleani	ng				SL Target: 2.75
	1	1	17.34%	3.7	25.88%	4.3	4.
		2	7.99%	2.6	31.58%	4.6	3.
	Area 1 a	verage:		3.2		4.4	3.
	2	1	1.22%	1.2	0.25%	1.1	1.
	<u> </u>	2	0.32%	1.1	0.75%	1.1	1.
		3	0%	1.0	0%	1.0	1.
	Area 2 a	verage:		1.1		1.1	1.
	3	1	9.03%	2.8	0.05%	1.0	1.
		2	7.59%	2.5	1%	1.2	1.
	Area 3 a	verage:		2.7		1.1	1.
	4	1 1	0.38%	1.1	0.02%	1.0	1.
		2	0%	1.0	0%	1.0	1.
	Area 4 a	verage:		1.0		1.0	1.
Southwest	Region a	verage:		2.0		1.9	1.
			Spring 20	004	Fall 200	)4	CY Avg.
Activity	Area	Sect	Hrs/CLM	SL	Hrs/CLM	SL	Service Level
1B1 - Safe	ety Patrol						SL Target: 3.75
							1
	Area a	verage:					

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# \*\*\* Service Level Report By Region \*\*\*

Region: Southwest

			Spring 20	004	Fall 200	)4	CY Avg.
Activity	Area	Sect	% Full	SL	% Full	SL	Service Level
2A1 - Mai	ntain Ditc	hes		•			SL Target: 3.75
	1	1	8.11%	3.6	0%	1.0	2.3
		2	0.02%	1.0	0%	1.0	1.0
	Area 1 a	verage:		2.3		1.0	1.7
	2	1	0.03%	1.0	0%	1.0	1.0
		2	20.4%	5.9	26.89%	5.9	5.9
		3	0.51%	1.5	0%	1.0	1.3
	Area 2 a	verage:		2.8		2.6	2.7
	3	1	1.05%	2.0	0%	1.0	1.5
		2	0.69%	1.7	0.75%	1.8	1.7
	Area 3 a	verage:		1.9		1.4	1.6
	4	1	0%	1.0	0.04%	1.0	1.0
		2	0.01%	1.0	0.19%	1.2	1.1
	Area 4 a	verage:		1.0		1.1	1.1
Southwest	Region a	verage:		2.0		1.5	1.8
			Spring 20	004	Fall 200	)4	CY Avg.
Activity	Area	Sect	% Full	SL	% Full	SL	Service Level
040 14 :							
2A2 - Mai	ntain Culv	erts/					SL Target: 4.25
2A2 - Mai	ntain Culv	verts	19.44%	4.9	26.67%	5.7	
2A2 - Mai			19.44% 8.33%	4.9	26.67% 22.22%	5.7 5.2	5.3
2A2 - Mai		1 2					SL Target: <b>4.25</b> 5.3 4.4 <b>4.9</b>
2A2 - Mai	1	1 2		3.7		5.2	5.3 4.4
ZAZ - Mai	1 Area 1 a	1 2 iverage:	8.33%	3.7 <b>4.3</b>	22.22%	5.2 <b>5.4</b>	5.3 4.4 <b>4.9</b>
ZAZ - Mai	1 Area 1 a	1 2 average:	8.33%	3.7 <b>4.3</b> 1.0	22.22%	5.2 <b>5.4</b> 1.0	5.3 4.4 <b>4.9</b> 1.0
2A2 - Mai	1 Area 1 a	1 2 average: 1 2 3	8.33% 0% 0%	3.7 <b>4.3</b> 1.0 1.0	22.22% 0% 10.71%	5.2 <b>5.4</b> 1.0 4.1	5.3 4.4 <b>4.9</b> 1.0 2.5
ZAZ - Mai	1 Area 1 a	1 2 average: 1 2 3	8.33% 0% 0%	3.7 <b>4.3</b> 1.0 1.0	22.22% 0% 10.71%	5.2 5.4 1.0 4.1 1.0	5.3 4.4 <b>4.9</b> 1.0 2.5 1.0 <b>1.5</b>
ZAZ - Mai	1 Area 1 a 2 Area 2 a	1 2 average: 1 2 3 average:	8.33% 0% 0% 0%	3.7 <b>4.3</b> 1.0 1.0 1.0 1.0	22.22% 0% 10.71% 0%	5.2 5.4 1.0 4.1 1.0 2.0	5.3 4.4 4.9 1.0 2.5 1.0 1.5
ZAZ - Mai	1 Area 1 a 2 Area 2 a	1 2 average: 1 2 3 average: 1 2	8.33% 0% 0% 0% 11.54%	3.7 <b>4.3</b> 1.0 1.0 1.0 <b>1.0</b> <b>4.2</b>	22.22% 0% 10.71% 0%	5.2 5.4 1.0 4.1 1.0 2.0 1.0	5.3 4.4 4.9 1.0 2.5 1.0 1.5 2.6 5.3
ZAZ - Mai	1 Area 1 a 2 Area 2 a	1 2 average: 1 2 3 average: 1 2	8.33% 0% 0% 0% 11.54%	3.7 <b>4.3</b> 1.0 1.0 1.0 <b>1.0</b> <b>1.0</b> <b>4.2</b> 5.5	22.22% 0% 10.71% 0%	5.2 5.4 1.0 4.1 1.0 2.0 1.0 5.1	5.3 4.4 4.9 1.0 2.5 1.0 1.5 2.6 5.3 3.9
ZAZ - Mai	1 Area 1 a 2 Area 2 a 3 Area 3 a	1 2 verage: 3 verage: 1 2 verage: verage:	8.33% 0% 0% 0% 11.54% 25%	3.7 4.3 1.0 1.0 1.0 1.0 4.2 5.5 4.8	22.22% 0% 10.71% 0% 0% 21.05%	5.2 5.4 1.0 4.1 1.0 2.0 1.0 5.1 3.1	5.3 4.4 <b>4.9</b> 1.0 2.5 1.0
ZAZ - Mai	1 Area 1 a 2 Area 2 a 3 Area 3 a	1 2 3 average: 1 2	8.33% 0% 0% 0% 11.54% 25%	3.7 <b>4.3</b> 1.0 1.0 1.0 <b>1.0</b> 4.2 5.5 <b>4.8</b> 1.0	22.22% 0% 10.71% 0% 21.05%	5.2 5.4 1.0 4.1 1.0 2.0 1.0 5.1 3.1	5.3 4.4 4.9 1.0 2.5 1.0 1.5 2.6 5.3 3.9

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# \*\*\* Service Level Report By Region \*\*\*

Region: Southwest

			Spring 2	004	Fall 200	04	CY Avg.
Activity	Area	Sect	% Full	SL	% Full	SL	Service Level
2A3 - Maint	tain Catc	h Basin	s and Inlets				SL Target: <b>3.25</b>
	1	1	7.69%	3.1	8.7%	3.2	3.1
		2	0%	1.0	8.93%	3.2	2.1
	Area 1 a	verage:		2.0		3.2	2.6
	2	1	0%	1.0	0%	1.0	1.0
		2	0%	1.0	0%	1.0	1.0
		3	0%	1.0	0%	1.0	1.0
	Area 2 a	verage:		1.0		1.0	1.0
	3	1	0%	1.0	33.33%	5.2	3.1
		2	0%	1.0	37.5%	5.5	3.3
	Area 3 a	verage:		1.0		5.4	3.2
	4	1	0%	1.0	25%	4.7	2.8
		2	0%	1.0	0%	1.0	1.0
	Area 4 a	verage:		1.0		2.8	1.9
Southwest F	Region a	verage:		1.3		3.1	2.2
			Spring 2	004	Fall 200	)4	CY Avg.
Activity	Area	Sect	% Def.	SL	% Def.	SL	Service Level
2A4 - Maint	tain Dete	ntion/Re	etention Basins				SL Target:
	Area a	verage:					
Southwest F	Region a	verage:	8.5%	3.7			3.7
			Spring 20	004	Fall 200	)4	CY Avg.
Activity	Area	Sect	% CLM	SL	% CLM	SL	Service Level
2A5 - Slope	e Repair						SL Target: <b>3.25</b>
	1	1	0%	1.0	0%	1.0	1.0
		2	2.13%	2.1	0%	1.0	1.5
	Area 1 a	verage:		1.5		1.0	1.3
	2	1	0%	1.0	0%	1.0	1.0
		2	2.17%	2.1	8.7%	4.6	3.3
		3	2.27%	2.1	0%	1.0	
	Area 2 a	verage:		1.7		2.2	2.0
	3	1	8.7%	4.6	0%	1.0	2.8
		2	0%	1.0	6.52%	3.8	
	Area 3 a	verage:		2.8		2.4	2.6
	4	1	0%	1.0	2.13%	2.1	1.5
		2	4.26%	3.1	6.38%	3.8	
	Area 4 a	verage:		2.0		2.9	2.5
Southwest F	Region a	verage:		2.0		2.1	2.1

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# \*\*\* Service Level Report By Region \*\*\*

Region: Southwest

			Spring 20	004	Fall 200	)4	CY Avg.
Activity	Area	Sect	EA/CLM	SL	EA/CLM	SL	Service Level
3A1 - Litter	Pickup						SL Target: <b>4.75</b>
	1	1	606	4.2	661	4.3	4.3
		2	633	4.3	726	4.5	4.4
	Area 1 a	verage:		4.2		4.4	4.3
	2	1	2184	5.9	1645	5.9	5.9
		2	846	4.7	830	4.7	4.7
		3	5	1.0	11	1.1	1.1
	Area 2 a	verage:		3.9		3.9	3.9
	3	1	220	2.8	279	3.1	2.9
		2	258	3.0	276	3.1	3.1
	Area 3 a	verage:		2.9		3.1	3.0
	4	1	421	3.7	430	3.7	3.7
		2	203	2.6	406	3.6	3.1
	Area 4 a	verage:		3.2		3.7	3.4
Southwest F	Region a	verage:		3.5		3.8	3.7
		_					
		_	Spring 20	004	Fall 200	04	CY Avg.
Activity	Area	Sect	Spring 20	004 SL	Fall 200 % Roadside	)4 SL	CY Avg. Service Level
Activity  3A2 - Noxio			% Roadside				
-			% Roadside				SL Target: 2.75
-	ous Wee	d Contro	% Roadside	SL	% Roadside	SL	SL Target: 2.75
3A2 - Noxio	ous Wee	d Contro	% Roadside ol 3.3%	<b>SL</b> 3.3	% Roadside 0.15%	SL 1.1	SL Target: 2.75
3A2 - Noxio	ous Wee	d Contro	% Roadside ol 3.3%	3.3 1.2	% Roadside 0.15%	1.1 1.0	Service Level  SL Target: 2.75  2.2  1.1
3A2 - Noxio	ous Wee	d Contro 1 2 verage:	% Roadside ol 3.3% 0.24%	3.3 1.2 2.3	% Roadside 0.15% 0%	1.1 1.0 1.1	Service Level  SL Target: 2.75  2.2  1.1  1.7
3A2 - Noxio	ous Wee	d Control 1 2 verage:	% Roadside  3.3% 0.24%  0.18%	3.3 1.2 2.3 1.2 3.6 1.0	% Roadside  0.15%  0%	1.1 1.0 1.1 1.0 4.0 1.0	Service Level  SL Target: 2.75  2.2  1.1  1.7  1.1  3.8  1.0
3A2 - Noxio	ous Wee	d Control 1 2 verage: 1 2 3	% Roadside 3.3% 0.24% 0.18% 3.96%	3.3 1.2 2.3 1.2 3.6	% Roadside  0.15%  0%  5.1%	1.1 1.0 1.1 1.0 4.0	Service Level  SL Target: 2.75  2.2  1.1  1.7  1.1  3.8
3A2 - Noxio	Dus Wee	d Control 1 2 verage: 1 2 3	% Roadside 3.3% 0.24% 0.18% 3.96%	3.3 1.2 2.3 1.2 3.6 1.0	% Roadside  0.15%  0%  5.1%	1.1 1.0 1.1 1.0 4.0 1.0	Service Level  SL Target: 2.75  2.2  1.1  1.7  1.1  3.8  1.0
3A2 - Noxio	Area 2 a	d Control 1 2 verage: 1 2 3 verage:	% Roadside 3.3% 0.24% 0.18% 3.96% 0%	3.3 1.2 2.3 1.2 3.6 1.0 1.9	% Roadside  0.15% 0%  0%  5.1% 0%	1.1 1.0 1.1 1.0 4.0 1.0 2.0	Service Level  SL Target: 2.75  2.2  1.1  1.7  1.1  3.8  1.0  2.0  1.1  1.1
3A2 - Noxio	Area 2 a	d Control 1 2 verage: 1 2 3 verage:	% Roadside 3.3% 0.24% 0.18% 3.96% 0% 0.12%	3.3 1.2 2.3 1.2 3.6 1.0 1.9	% Roadside  0.15% 0%  0%  5.1% 0%  0.02%	1.1 1.0 1.1 1.0 4.0 1.0 2.0	Service Level  SL Target: 2.75  2.2  1.1  1.7  1.1  3.8  1.0  2.0
3A2 - Noxio	Area 2 a	d Control 1 2 verage: 1 2 3 verage:	% Roadside 3.3% 0.24% 0.18% 3.96% 0% 0.12%	3.3 1.2 2.3 1.2 3.6 1.0 1.9	% Roadside  0.15% 0%  0%  5.1% 0%  0.02%	1.1 1.0 1.1 1.0 4.0 2.0 1.0	Service Level  SL Target: 2.75  2.2  1.1  1.7  1.1  3.8  1.0  2.0  1.1  1.1  1.1
3A2 - Noxio	Area 2 a  Area 3 a	d Control 1 2 verage: 1 2 3 verage: 1 2 verage:	% Roadside 3.3% 0.24% 0.18% 3.96% 0% 0.12% 0.18%	3.3 1.2 2.3 1.2 3.6 1.0 1.9 1.1 1.2	% Roadside  0.15% 0%  0% 5.1% 0%  0.02% 0.09%	1.1 1.0 1.1 1.0 4.0 1.0 2.0 1.1 1.1	Service Level  SL Target: 2.75  2.2  1.1  1.7  1.1  3.8  1.0  2.0  1.1  1.1
3A2 - Noxio	Area 2 a  Area 3 a	d Control 1 2 verage: 1 2 3 verage: 1 2 verage: 1 2 verage:	% Roadside  3.3% 0.24%  0.18% 3.96% 0%  0.12% 0.18% 3.1%	3.3 1.2 2.3 1.2 3.6 1.0 1.9 1.1 1.2 1.1	% Roadside  0.15% 0% 0% 5.1% 0% 0.02% 0.09%	1.1 1.0 1.1 1.0 4.0 2.0 1.0 1.1 1.1	Service Level  SL Target: 2.75  2.2  1.1  1.7  1.1  3.8  1.0  2.0  1.1  1.1  2.2

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# \*\*\* Service Level Report By Region \*\*\*

Region: Southwest

			Spring 20	004	Fall 200	)4	CY Avg.
Activity	Area	Sect	% Roadside	SL	% Roadside	SL	Service Level
3A3 - Nuisa	nce Veg	etation	Control				SL Target: <b>2.99</b>
	1	1	0.72%	1.3	2.99%	2.2	1.7
		2	4.03%	2.6	9.39%	3.9	3.2
	Area 1 a	verage:		2.0		3.0	2.5
	2	1	1.65%	1.7	0.36%	1.1	1.4
		2	13.38%	4.3	11.32%	4.1	4.2
		3	6.83%	3.4	0.77%	1.3	2.3
	Area 2 a	verage:		3.1		2.2	2.7
	3	1	3.12%	2.2	1.13%	1.5	1.9
		2	3.83%	2.5	3.77%	2.5	2.5
	Area 3 a	verage:		2.4		2.0	2.2
	4	1	0.59%	1.2	1.89%	1.8	1.5
		2	0.29%	1.1	1.79%	1.7	1.4
	Area 4 a	verage:		1.2		1.7	1.5
Southwest F	Region a	verage:		2.2		2.2	2.2
			Spring 20	004	Fall 200	)4	CY Avg.
Activity	Area	Sect	% CLM	SL	% CLM	SL	Service Level
3A4 - Contr	ol of Ve	getation	Obstructions	•		•	SL Target: 3.75
	1	1	6.45%	5.1	0%	1.0	3.1
		2	0%	1.0	0%	1.0	1.0
	Area 1 a	verage:		3.1		1.0	2.0
	2	1	2.13%	3.3	0%	1.0	2.2
		2	0%	1.0	0%	1.0	1.0
		3	2.27%	3.4	0%	1.0	2.2
	Area 2 a	verage:		2.6		1.0	1.8
	3	1	6.52%	5.1	2.17%	3.3	4.2
		2	2.17%	3.3	0%	1.0	2.2
	Area 3 a	verage:		4.2		2.2	3.2
	4	1	0%	1.0	0%	1.0	1.0
		2	4.26%	4.3	0%	1.0	2.7
	Area 4 a	verage:		2.7		1.0	1.8
Southwest F	Region a	verage:		3.1		1.3	2.2
			Spring 20	004	Fall 200	)4	CY Avg.
Activity	Area	Sect	Score	SL	Score	SL	Service Level
3A5 - Lands	scape M	aintenar	nce				SL Target: 3.99
	Area a	verage:					
Southwest F	Region a	verage:			4.5	3.3	3.3

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# \*\*\* Service Level Report By Region \*\*\*

Region: Southwest

			Spring 2	004	Fall 200	04	CY Avg.
Activity	Area	Sect	% Def.	SL	% Def.	SL	Service Level
4A1 - Bridg	e Deck I	Repair					SL Target: 3.99
	1						
	Area 1 a	verage:			0.0002%	1.1	1.1
	2						
1	Area 2 a	verage:			0.0003%	1.1	1.1
	3						
4	Area 3 a	verage:			0.0233%	3.2	3.2
	4						
4	Area 4 a	verage:			0%	1.0	1.0
Southwest R	Region a	verage:				1.6	1.6
			Spring 2	004	Fall 200	)4	CY Avg.
Activity	Area	Sect	% Completed	SL	% Completed	SL	Service Level
4A2 - Struc	tural Bri	dge Rep	pair				SL Target: 3.75
	Area a	verage:					
Southwest R	Region a	verage:			90.62%	2.0	2.0
			Spring 2	004	Fall 200	)4	CY Avg.
Activity	Area	Sect	Score	SL	Score	SL	Service Level
4A3 - Bridg	e Cleani	ng					SL Target: 3.75
	1						
4	Area 1 a	verage:			2.97	2.0	2.0
	2						
4	Area 2 a	verage:			3.14	2.1	2.1
	3						
1	Area 3 a	verage:			3.07	2.0	2.0
	4						
1	Area 4 a	verage:			3.22	2.1	2.1
Southwest R	Region a	verage:				2.1	2.1
			Spring 2	004	Fall 200	)4	CY Avg.
Activity	Area	Sect	% Delayed	SL	% Delayed	SL	Service Level
4B1 - Mova	ble and	Floating	Bridge Operat	ions			SL Target: <b>2.75</b>
	Area a	verage:					
Southwest R	Region a	verage:					
			Spring 2	004	Fall 200	04	CY Avg.
Activity	Area	Sect	Score	SL	Score	SL	Service Level
4B2 - Keller	r Ferry C	peratio	ns				SL Target: <b>2.75</b>
	Area a	verage:					
Southwest R	Region a	verage:					

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# \*\*\* Service Level Report By Region \*\*\*

Region: Southwest

_			Spring 2	004	Fall 200	04	CY Avg.
Activity	Area	Sect	Closure/Year	SL	Closure/Year	SL	Service Level
4B3 - Urban	Tunnel	System	ıs				SL Target: <b>2.99</b>
	Area a	verage:					
Southwest R	egion a	verage:					
			Spring 20	004	Fall 200	04	CY Avg.
Activity	Area	Sect	Score	SL	Score	SL	Service Level
5B1 - Snow	and Ice	Contro	l Operations				SL Target:
	2	1	1.8	1.8			1.8
		2	1.5	1.5			1.5
		3	2.3	2.3			2.3
,	Area 2 a	verage:		1.8			1.8
	3	1	2.5	2.5			2.5
		2	3.2	3.2			3.2
,	Area 3 a	verage:		2.9			2.9
	4	1	3	3.0			3.0
		2	3.1	3.1			3.1
	Area 4 a	verage:		3.1			3.1
Southwest R	egion a	verage:		2.6			2.6
			Spring 2	004	Fall 2004		CY Avg.
Activity	Area	Sect	% Def.	SL	% Def.	SL	Service Level
6A1 - Paver	nent Str	iping M	aintenance				SL Target: 2.99
	Area a	verage:					
Southwest R	egion a	verage:	1.42%	2.1	0.83%	1.8	2.0

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# \*\*\* Service Level Report By Region \*\*\*

Region: Southwest

			Spring 20	004	Fall 200	)4	CY Avg.
Activity	Area	Sect	% Def.	SL	% Def.	SL	Service Level
6A2 - Rais	sed/Depre	ssed Pa	vement Marker	Maintenan	ice		SL Target: 3.75
	1	1	19.11%	3.9	20.55%	4.1	4.0
		2	40.68%	5.9	40.03%	5.9	5.9
	Area 1 a	verage:		4.9		5.0	4.9
	2	1	59.19%	5.9	12.74%	3.3	4.6
		2	12.94%	3.3	14.01%	3.4	3.3
		3	8.73%	2.7	2.21%	1.4	2.1
	Area 2 a	verage:		4.0		2.7	3.3
	3	1	21.33%	4.1	15.32%	3.5	3.8
		2	18.63%	3.9	13.12%	3.3	3.6
	Area 3 a	verage:		4.0		3.4	3.7
	4	1	7.29%	2.5	19.14%	3.9	3.2
		2	9.09%	2.8	9.07%	2.8	2.8
	Area 4 a	verage:		2.6		3.4	3.0
Southwest	Region a	verage:		3.9		3.6	3.7
			Spring 20	004	Fall 200	)4	CY Avg.
Activity	Area	Sect	% Def.	SL	% Def.	SL	Service Level
6A3 - Pave	ement Ma	rking Ma	aintenance				SL Target: <b>4.25</b>
	1	1	0%	1.0	25%	4.5	2.8
		2	83.33%	5.9	19.23%	3.9	4.9
	Area 1 a	verage:		3.5		4.2	3.8
	2	1	5.26%	2.4	0%	1.0	1.
		2	26.67%	4.7	80%	5.9	5.3
		3	0%	1.0			1.0
	Area 2 a	verage:		2.7		3.5	3.
	3	1	5.26%	2.4	0%	1.0	1.
		2	43.9%	5.9	63.64%	5.9	5.9
	Area 3 a	verage:		4.2		3.5	3.8
	4	1	0%	1.0	0%	1.0	1.0
		2	0%	1.0	31.25%	5.1	3.
						2.4	2.0
	Area 4 a	verage:		1.0		3.1	2.0
Southwest		- L		2.8		3.5	
Southwest		- L	Spring 20	2.8	Fall 200	3.5	3.2
Southwest  Activity		- L	Spring 20 % Def.	2.8	Fall 200 % Def.	3.5	
	Region a	verage:	% Def.	2.8		3.5	3.2 CY Avg.
Activity	Region a	verage:	% Def.	2.8		3.5	3.2 CY Avg. Service Level
Activity	Area ulatory Si	verage:	% Def.	2.8		3.5	3.2 CY Avg. Service Level

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# \*\*\* Service Level Report By Region \*\*\*

Region: Southwest

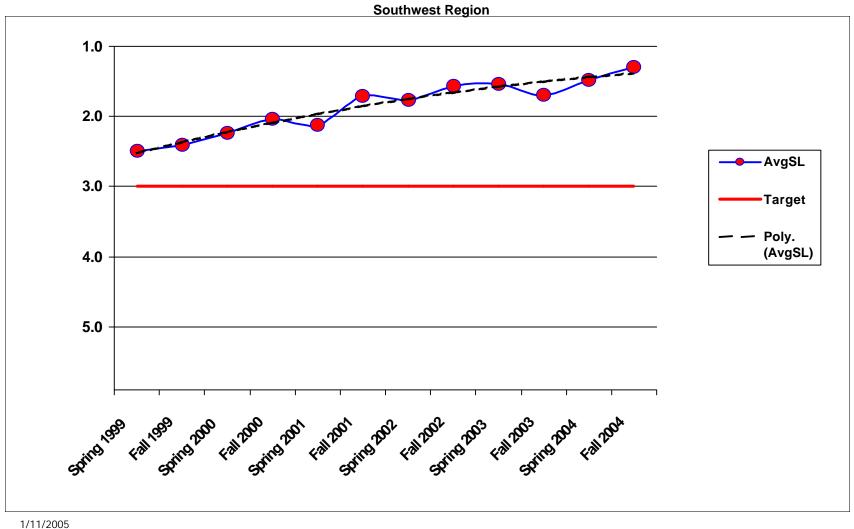
_			Spring 2	004	Fall 200	)4	CY Avg.
Activity	Area	Sect	% Def.	SL	% Def.	SL	Service Level
6A5 - Guid	le Sign M	laintenai	nce	'		'	SL Target: 2.99
	Area a	verage:					
Southwest	Region a	verage:	4.71%	2.9	0.96%	1.5	2.2
			Spring 20	004	Fall 2004		CY Avg.
Activity	Area	Sect	% Def.	SL	% Def.	SL	Service Level
6A6 - Guid	epost Ma	aintenan	се				SL Target: <b>4.25</b>
	1	1	15.15%	4.5	13.24%	4.3	4.4
		2	44.44%	5.9	20.9%	5.1	5.5
	Area 1 a	verage:		5.2		4.7	5.0
	2	1	5.06%	3.0	0%	1.0	2.0
		2	35.64%	5.9	31.46%	5.9	5.9
		3	24.56%	5.5	0%	1.0	3.2
	Area 2 a	verage:		4.8		2.6	3.7
	3	1	6.25%	3.3	6.67%	3.3	3.3
		2	7.69%	3.5	10.53%	4.1	3.8
	Area 3 a	verage:		3.4		3.7	3.5
	4	1	2.08%	2.3	9.68%	3.9	3.1
		2	12.79%	4.3	14.71%	4.5	4.4
	Area 4 a	verage:		3.3		4.2	3.7
Southwest	Region a	verage:		4.2		3.8	4.0
			Spring 2004		Fall 2004		CY Avg.
Activity	Area	Sect	% Def.	SL	% Def.	SL	Service Level
6A7 - Guar	rdrail Ma	intenanc	e	<u> </u>			SL Target: <b>2.25</b>
	1	1	0.66%	1.7	0.35%	1.3	1.5
		2	0.47%	1.5	0%	1.0	1.2
	Area 1 a	verage:		1.6		1.2	1.4
	2	1	0%	1.0	0.52%	1.5	1.3
		2	0.14%	1.1	0.13%	1.1	1.1
		3	1.2%	2.1	0%	1.0	1.6
	Area 2 a	verage:		1.4		1.2	1.3
	3	1	0%	1.0	0.04%	1.0	1.0
		2	1.3%	2.1	0.57%	1.6	1.9
	Area 3 a	verage:		1.6		1.3	1.4
	4	1	0%	1.0	0.04%	1.0	1.0
		2	0.14%	1.1	0.62%	1.6	1.4
	Area 4 a	verage:		1.1		1.3	1.2
Southwest	Region a	verage:		1.4		1.3	1.3
	- <u>-</u>	95.					

# \*\*\* Service Level Report By Region \*\*\*

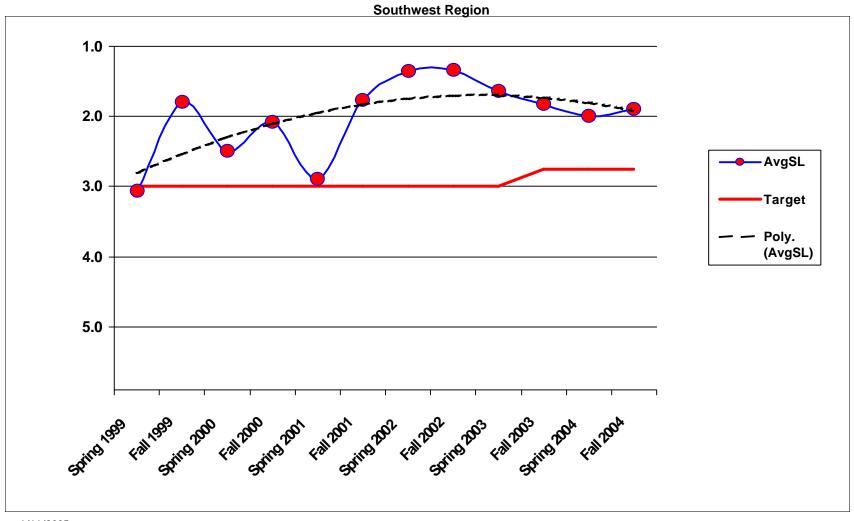
Region: Southwest

			Spring 20	004	Fall 200	04	CY Avg.
Activity	Area	Sect	Rep./Sig./Yr	SL	Rep./Sig./Yr	SL	Service Level
6B1 - Traffic Signal System			S				SL Target: 3.75
	Area a	verage:					
Southwest Region average:					0.18	1.4	1.4
			Spring 2004		Fall 2004		CY Avg.
Activity	Area	Sect	% Mlfnctn	SL	% MIfnctn	SL	Service Level
6B2 - Highv	vay Ligh	ting Sys	tems	'			SL Target: <b>2.75</b>
	Area a	verage:					
Southwest R	Region a	verage:	3.42%	1.7	6%	2.4	2.0
				Spring 2004 Fall 2		04	CY Avg.
Activity							
Activity	Area	Sect	Rep./ITS/Yr	SL	Rep./ITS/Yr	SL	Service Level
6B3 - Intelli			•	SL	Rep./ITS/Yr	SL	SL Target: 3.75
•			•	SL	Rep./ITS/Yr	SL	
•	gent Tra		•	SL	Rep./ITS/Yr	SL	
•	gent Tra	offic Sys	•	SL	<b>Rep./ITS/Yr</b> 0.1		SL Target: 3.75
6B3 - Intelli	gent Tra	offic Sys	•		•	1.2	
6B3 - Intelli	gent Tra	offic Sys	tems		0.1	1.2	SL Target: 3.75
6B3 - Intelli	gent Tra Area a Region a	offic Sys verage: verage:	tems Spring 20	004	0.1 Fall 200	1.2	SL Target: 3.75  1.2  CY Avg.
6B3 - Intelli  Southwest R	gent Tra Area a Region a	offic Sys verage: verage:	tems Spring 20	004	0.1 Fall 200	1.2	SL Target: 3.75  1.2  CY Avg. Service Level
6B3 - Intelli  Southwest R	gent Tra Area a Region a Area Area Op	offic Sys verage: verage:	tems Spring 20	004	0.1 Fall 200	1.2	SL Target: 3.75  1.2  CY Avg. Service Level

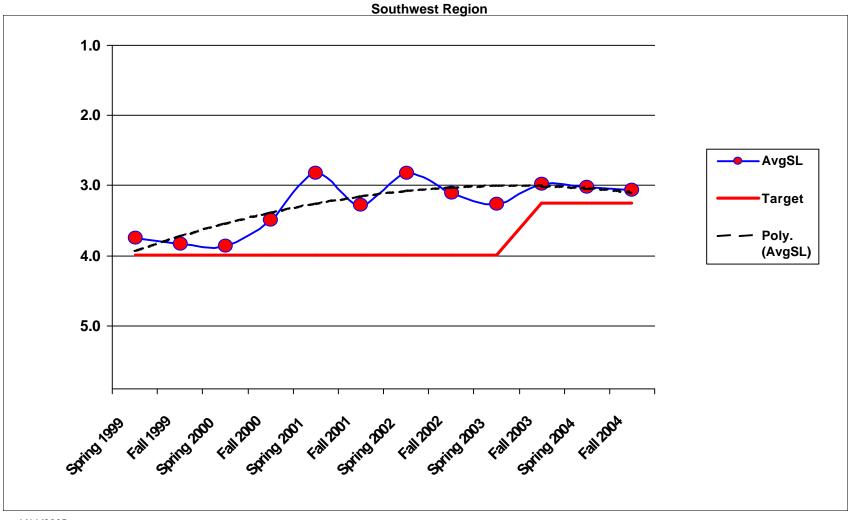
1A1 - Pavement Patching and Repair



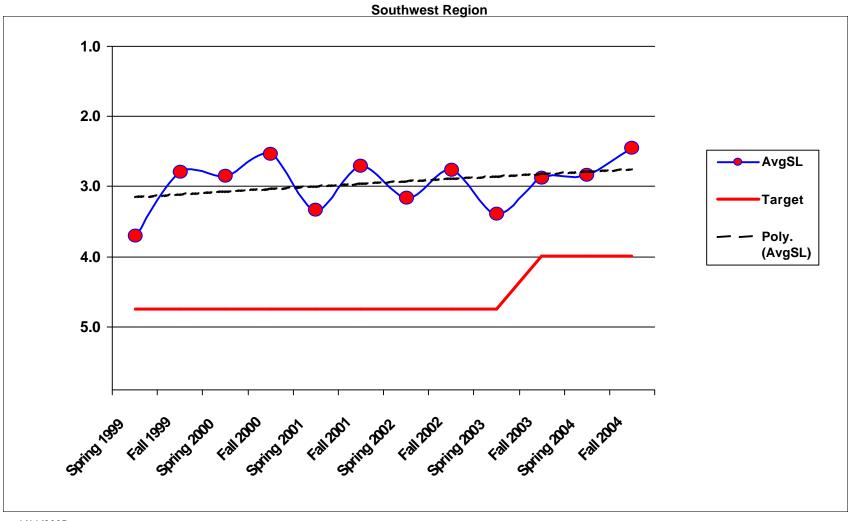
1A4 - Sweeping and Cleaning



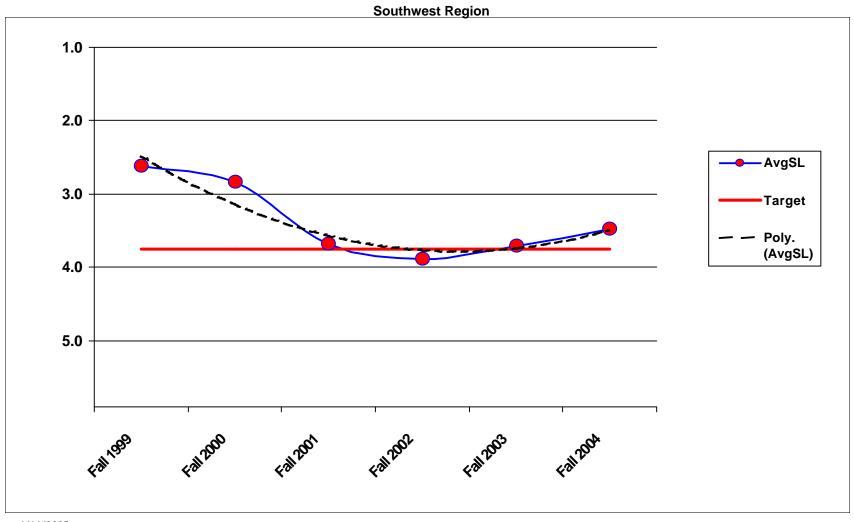
1A3 - Shoulder Maintenance



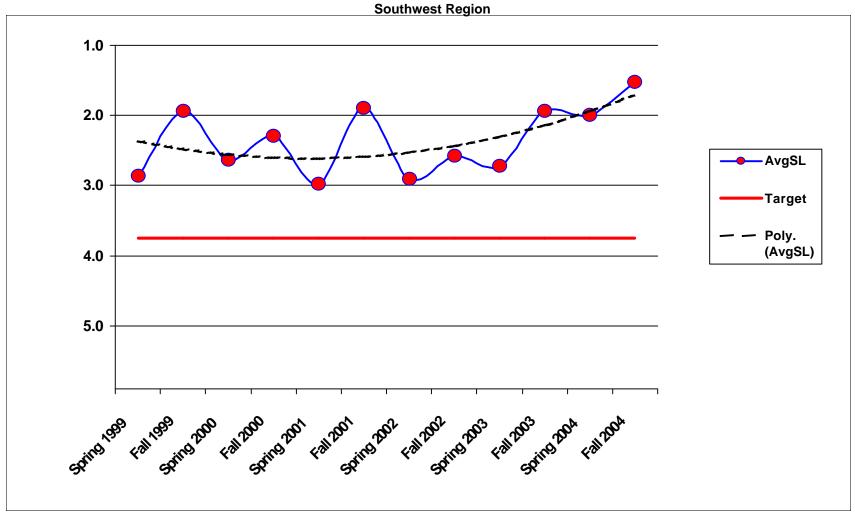
1A2 - Crack Sealing



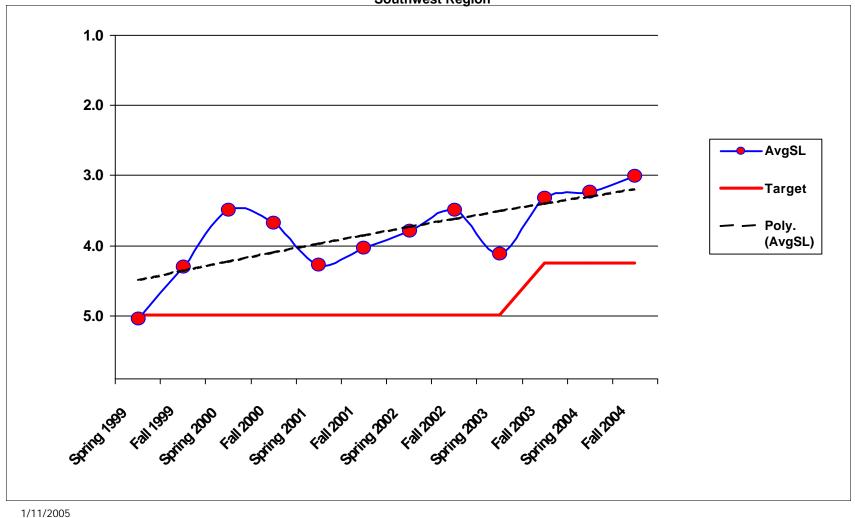
1B1 - Safety Patrol



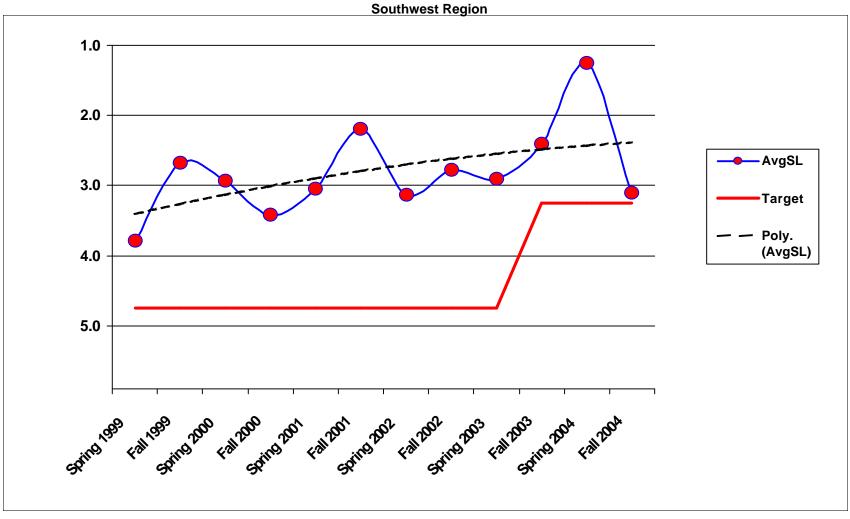
2A1 - Maintain Ditches



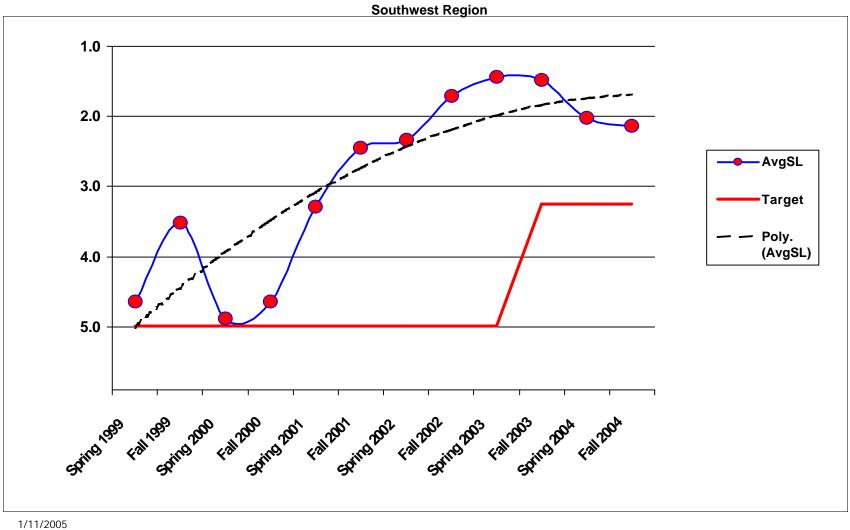
2A2 - Maintain Culverts **Southwest Region** 



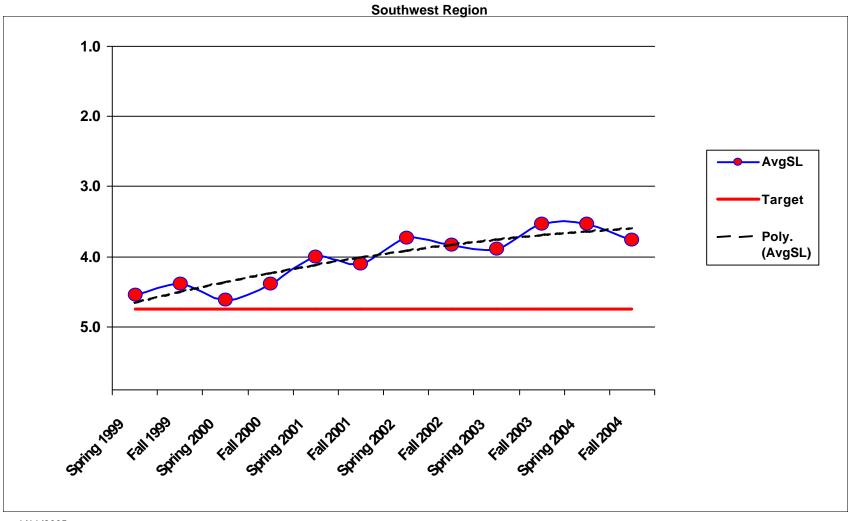
2A3 - Maintain Catch Basins and Inlets



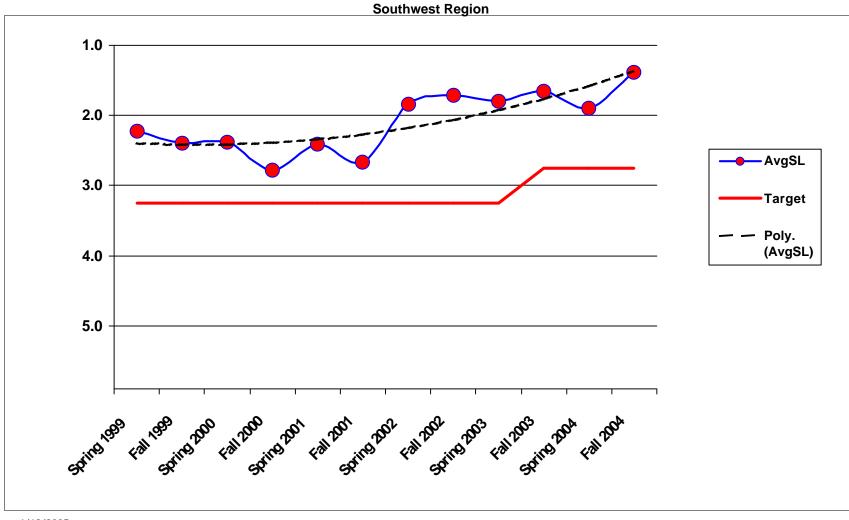
2A5 - Slope Repair



3A1 - Litter Pickup

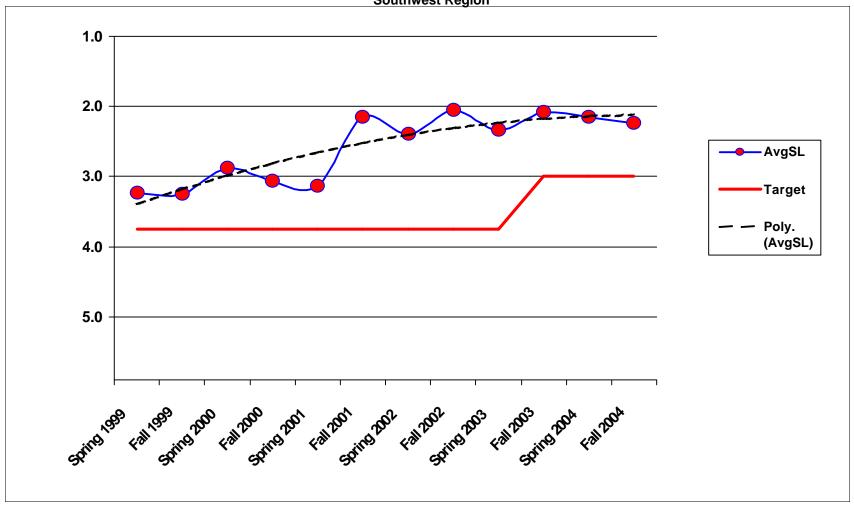


3A2 - Noxious Weed Control

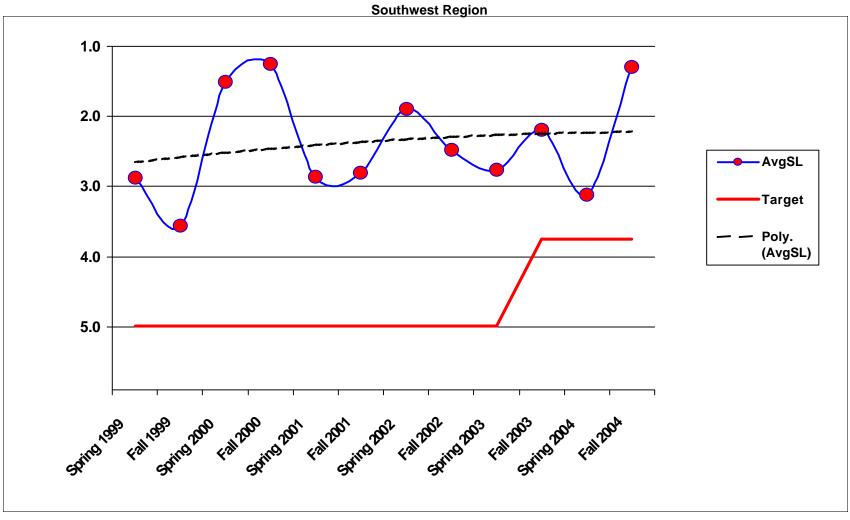


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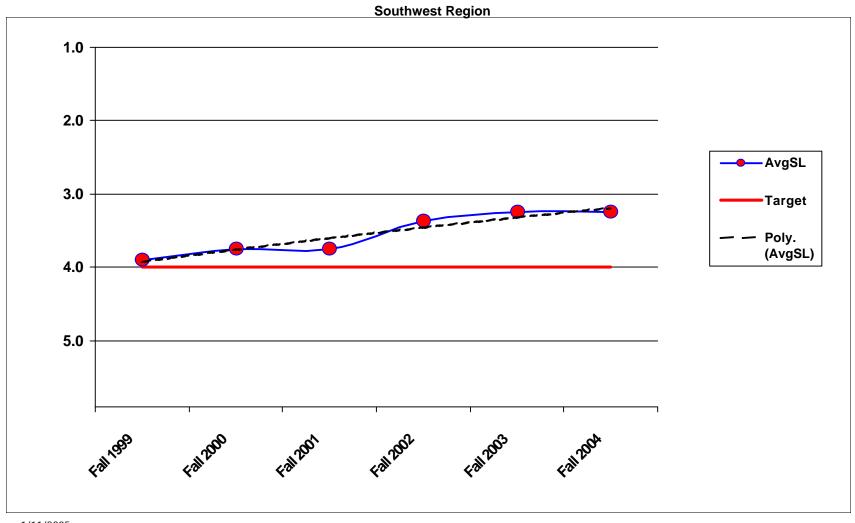
3A3 - Nuisance Vegetation Control
Southwest Region



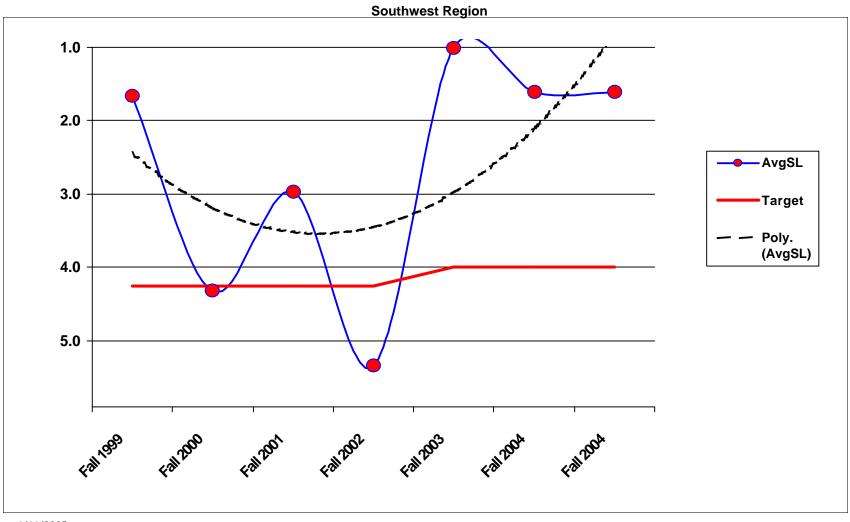
3A4 - Control of Vegetation Obstructions



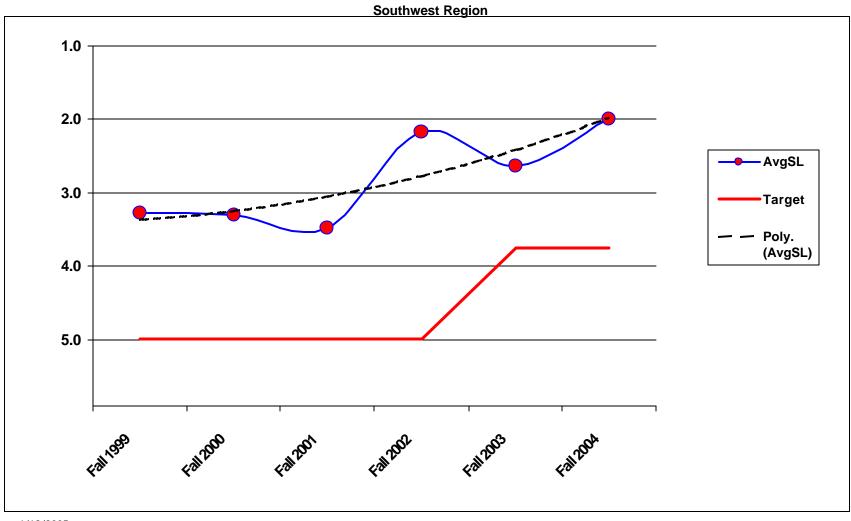
3A5 - Landscape Maintenance



4A1 - Bridge Deck Repair

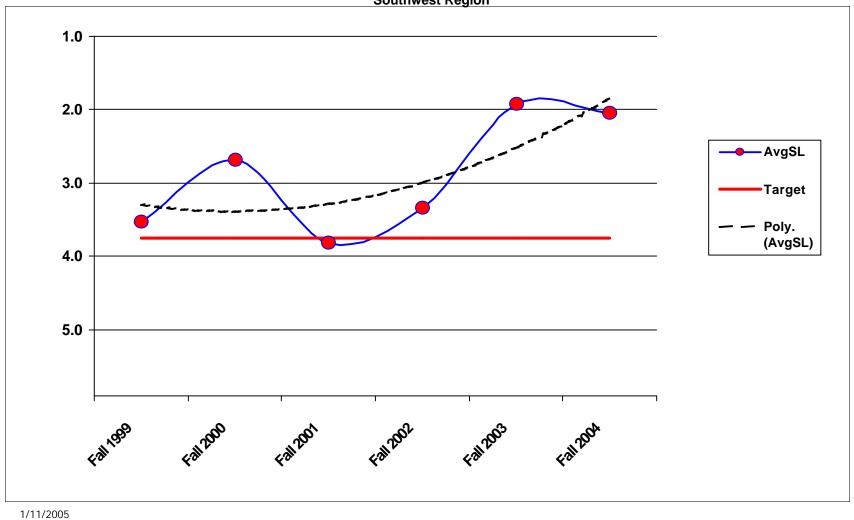


4A2 - Structural Bridge Repair

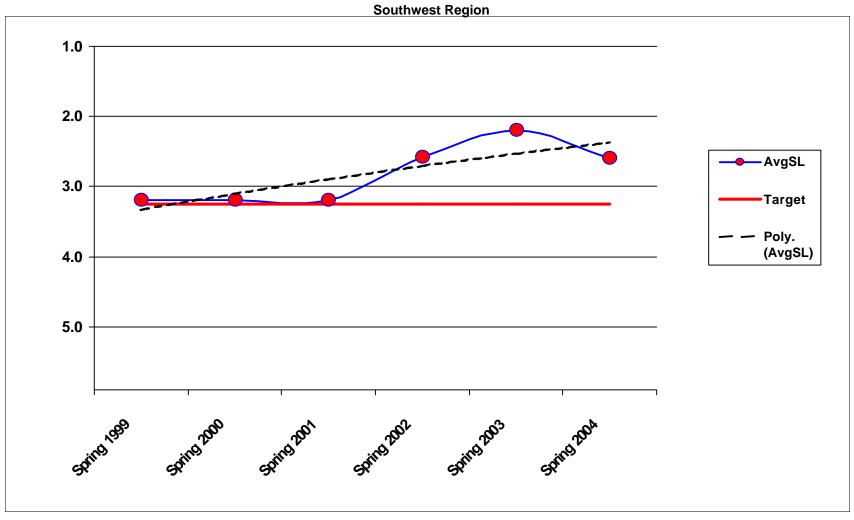


1/19/2005

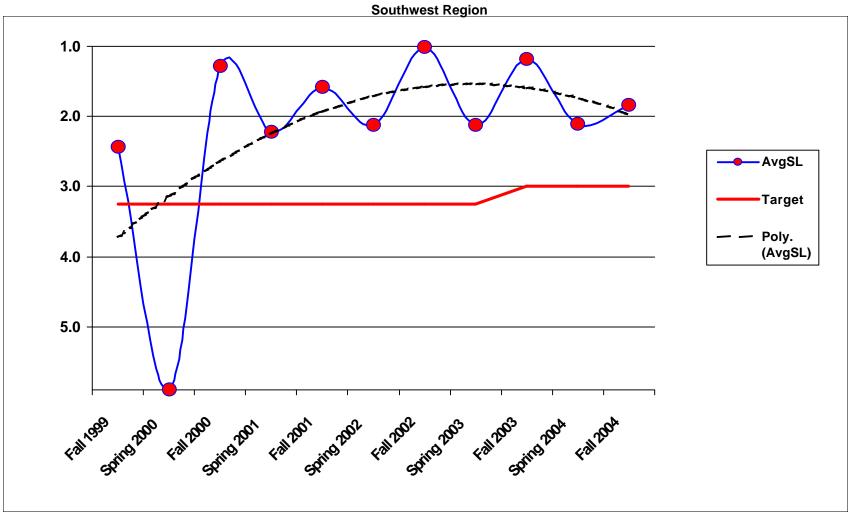
4A3 - Bridge Cleaning Southwest Region



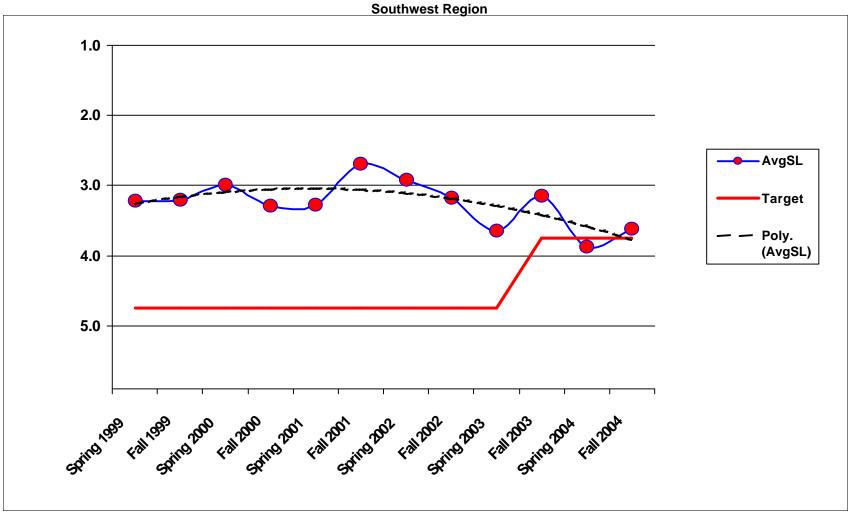
5B1 - Snow and Ice Control Operations



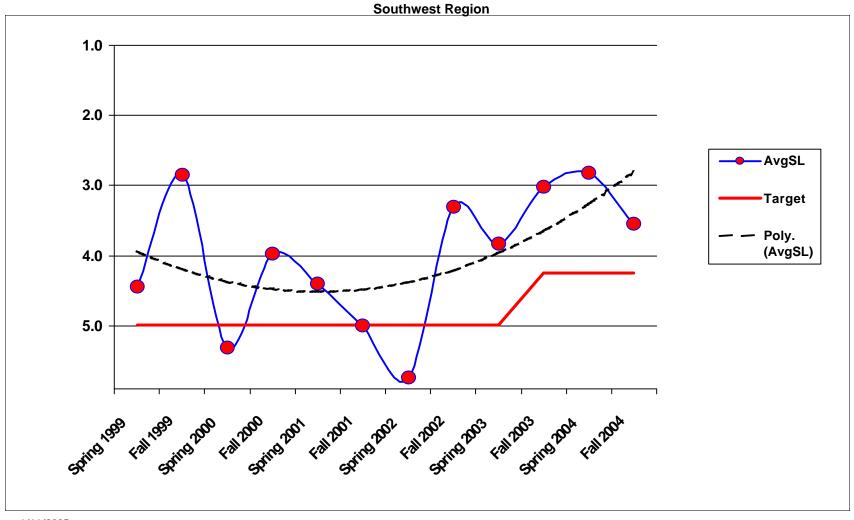
6A1 - Pavement Striping Maintenance



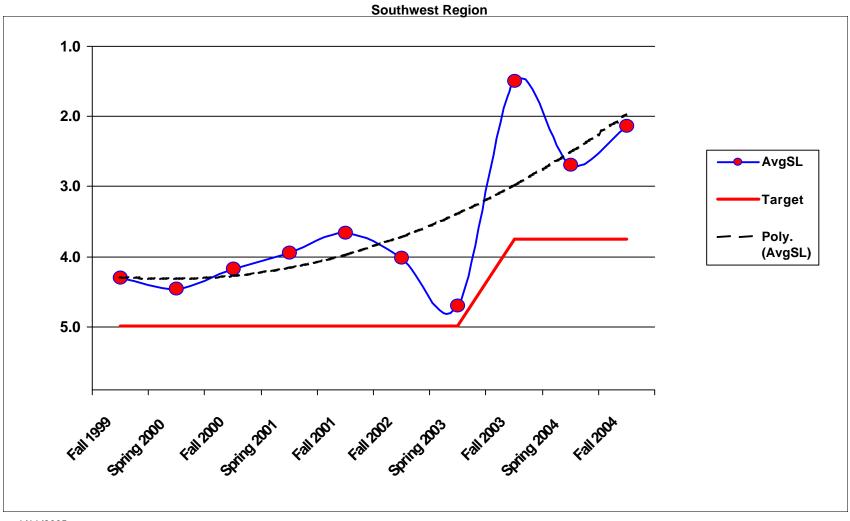
6A2 - Raised/Depressed Pavement Marker Maintenance



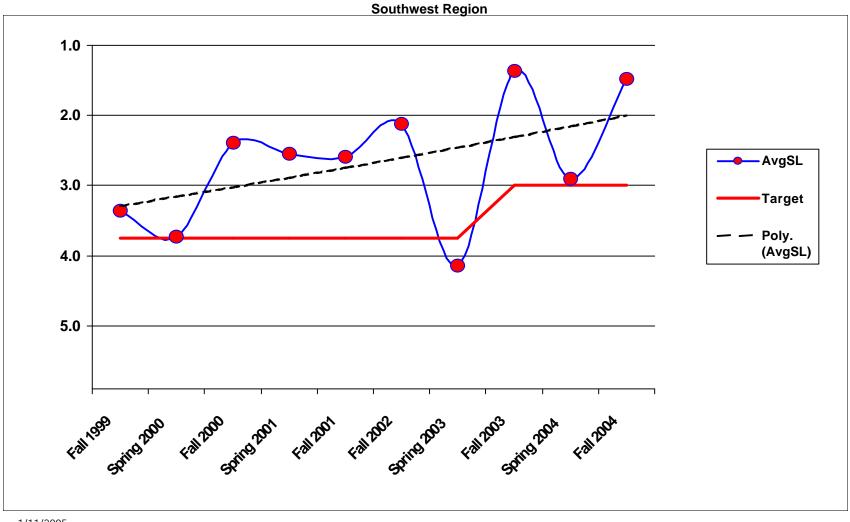
6A3 - Pavement Marking Maintenance



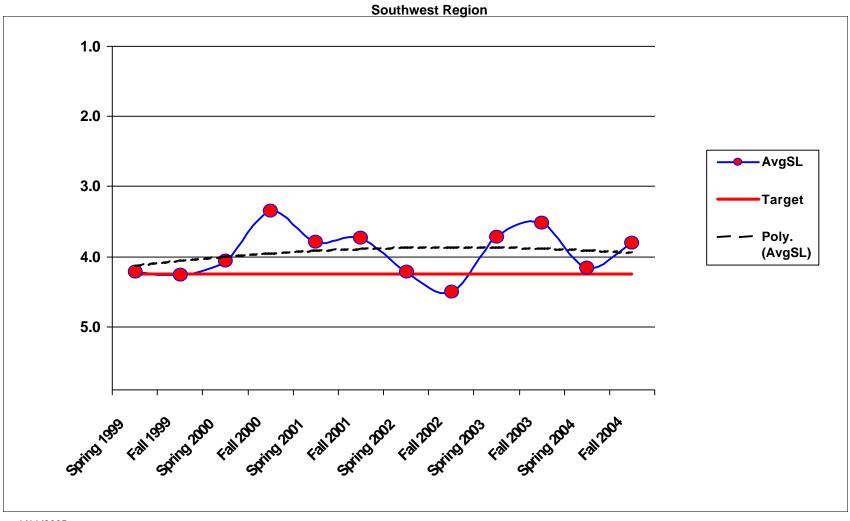
6A4 - Regulatory Sign Maintenance



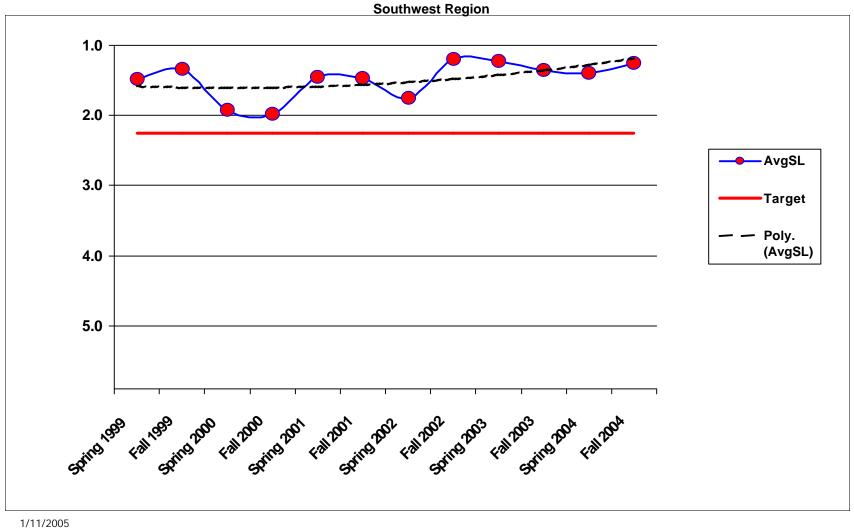
6A5 - Guide Sign Maintenance



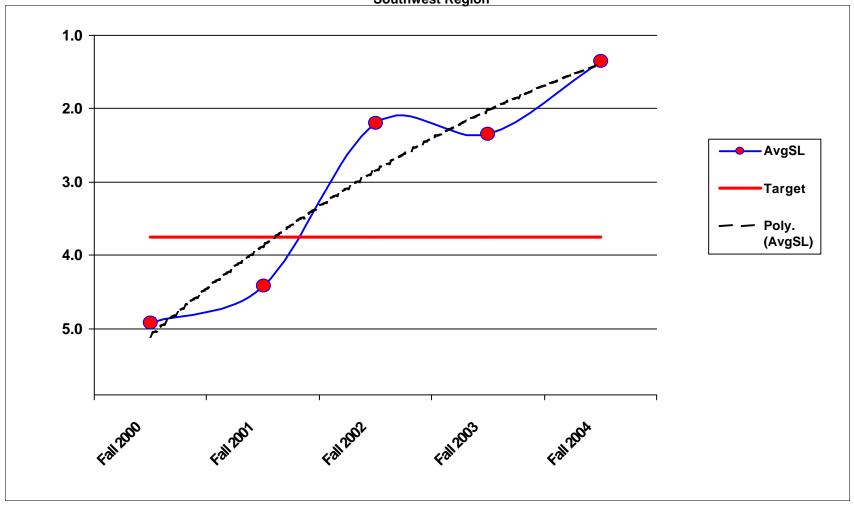
6A6 - Guidepost Maintenance



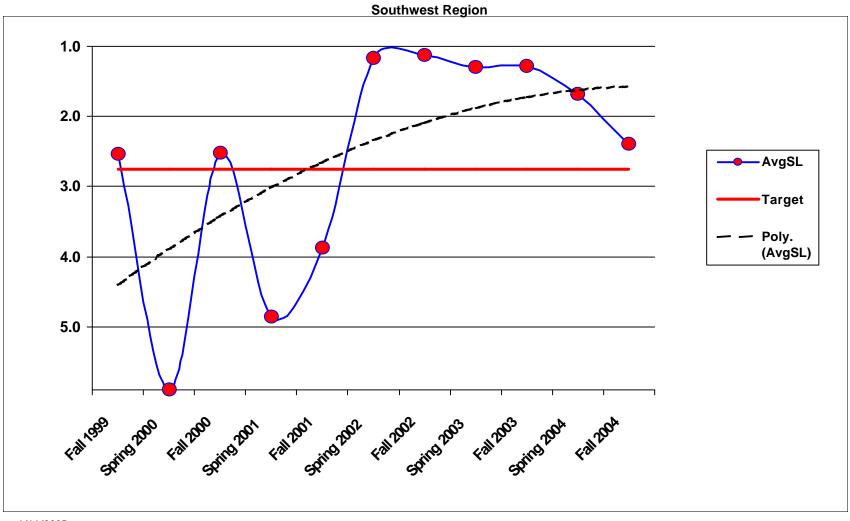
6A7 - Guardrail Maintenance



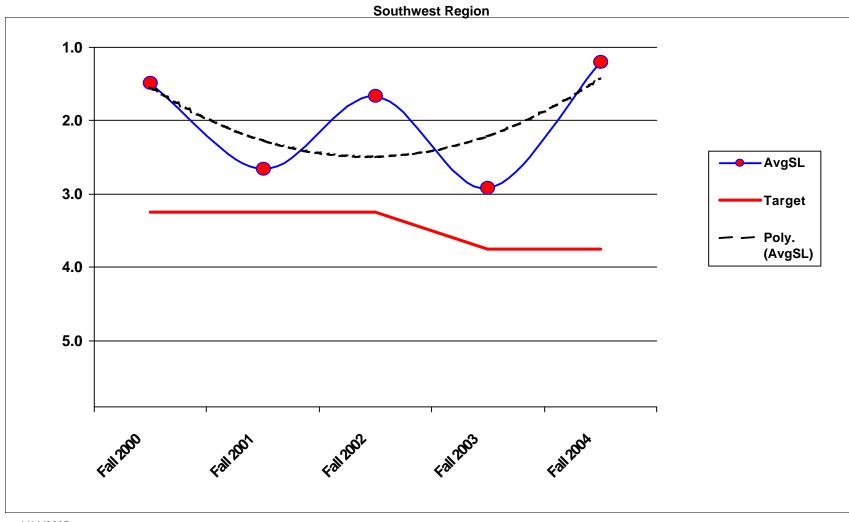
6B1 - Traffic Signal Systems
Southwest Region



**6B2 - Highway Lighting Systems** 



**6B3 - Intelligent Traffic Systems** 



**7B1 - Rest Area Operations** 

